



# Representative John Turner

## District 114 | Email Update | February 19, 2021

**Date:** February 19, 2021  
**Subject:** Winter Weather Disaster Update

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Dear friends and neighbors,

During the last week, millions of people across our state – and thousands here in north Dallas – spent days without heat, electricity, or water. This happened in the middle of a brutal cold spell. As you read this, many of you remain without water, and some are likely still without power. For days, you have probably been consumed with meeting basic needs. For most, this disaster was immensely frustrating – and for some in our state, it was a matter of life and death.

As your State Representative, I am committed to determining what decisions and mistakes led to this colossal failure of our infrastructure and, equally importantly, to ensuring that it doesn't happen again. I don't claim to have the answers just yet. But I will investigate thoroughly and come back to you with the best proposed solutions I can find. We must require accountability where it's due and use this legislative session to make the necessary changes.

In the meantime, below are information and resources related to the immediate problems we're facing here in north Dallas.

### **Power**

As of Friday morning, there were approximately 5,700 Oncor customers still without power in the City of Dallas. According to ERCOT, the remaining outages are not related to lack of generation, but more local issues such as downed power lines. With sufficient power generation back online, ERCOT was able to end emergency conditions on Friday, meaning no additional outages are needed to keep supply and demand in balance. If you are still without power, please report your outage by calling 888-313-4747, texting OUT to 66267, using the MyOncor app, or visiting [Oncor.com](https://www.oncor.com).

### **Water**

Dallas Water Utilities (DWU) is reporting an increase in water main breaks, leaks, and burst pipes, which may result in service interruptions. The system as a whole is stable and functioning. Although many surrounding cities have issued boil-water notices, DWU has not issued one as of this writing, and they report that Dallas water safety has not been compromised. DWU has asked all customers to reduce water consumption. Recommended tips for saving water include:

- Flush toilets only when necessary (40% of indoor use)
- Wait to do laundry (up to 40 gallons per load)
- Wait to wash dishes/run only full loads (15 gallons per load)
- Take very short showers (20% of indoor use)

Many are dealing with lack of water due to frozen pipes in homes. If you believe your pipes are frozen and possibly damaged, this page from the City of Richardson has suggestions [here](#). (but note that Dallas residents should not call the City of Richardson for water shut-off assistance,

but should call the City of Dallas at 311). As a reminder, everything from the meter to the home is private plumbing, which is the homeowner's responsibility. DWU is responsible for the water meter and everything on the street-side of the meter.

If you need potable water and are able to travel safely, WFAA has compiled a list of local water distribution sites [here](#). If you find yourself in need of water without the ability to obtain it, the best option at the moment appears to be to call 311. The City is triaging calls and trying to serve highest priority needs first. The City is aiming to set up water distribution centers by Saturday.

### **Natural gas**

Atmos continues to see large demand for natural gas. They advise that natural gas supply constraints may lead to some service outages, and that if service is interrupted, restoration may take some time. Residents and businesses are urged to reduce energy consumption to help maintain service. See more information [here](#).

### **Insurance issues**

If you've experienced property damage from frozen pipes or other issues, the Texas Department of Insurance has resources to help file a claim, avoid fraud, and report price gouging. More information is [here](#).

### **Warming centers**

The City of Dallas has opened shelters and warming centers across Dallas. To find the closest location to you, see [here](#).

### **Driving**

Check road conditions online at [www.DriveTexas.org](http://www.DriveTexas.org), use the DriveTexas app on any mobile device, or call 1-800-452-9292. Information on DriveTexas is as close to real-time as possible.

### **Vaccines**

The Parkland and Fair Park vaccination sites have been closed, but Dallas County will resume vaccinations at Fair Park on Sunday, February 21. The UT Southwestern site reopened Friday. If you were scheduled for a second dose of the vaccine during the storm, more information about receiving the second vaccine can be found [here](#). The CDC guidance is that second doses of the vaccine may be administered up to 42 days after the first dose.

### **Thanks to first responders**

Whether it's a tornado, COVID-19, or major winter weather with power and water failure, the past two years have reminded us just how much we depend on our first responders and frontline workers. In addition to watching out for their own families, they have been out working around the clock, responding to three and four times their normal call volume, going above and beyond in yet another crisis. Even as we contend with the frustrations of losing power and water, we are truly grateful to all who are there to help us through this latest hard time.

### **How to reach us**

This weather and infrastructure disaster is not over, and we will be dealing with its implications for months. As some problems are addressed, new ones will emerge. My staff and I have been receiving your calls, voicemails, and emails. Our contact information is below. We aren't able to respond to every email immediately, but we are reading them all, and will do our best to assist in any way we can. Please stay safe and continue to look out for each other.

Sincerely,

John Turner  
State Representative  
House District 114

### **Our Office's Contact Information**

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